Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

IT Technician

JOB CODE	JOB FAMILY	PROFILE
JCV420	**Information Technology**	**IT Technician**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.84 - $30.98**	**August 4, 2026**

The IT Technician serves as a first-level responder within the Customer Solutions and Services (CSS) division. Provides front-line support for computer hardware, software, telecommunications, and audiovisual systems. Troubleshoots and resolves issues remotely or on-site, and escalates unresolved problems to higher-tier IT staff or appropriate divisions.

Job Description

DUTIES AND RESPONSIBILITIES

- Respond to requests for IT support via phone calls, instant messaging, email, or ticketing systems. Gather issue details, assess severity, and resolve or escalate as needed.
- Provide remote or on-site assistance with desktop computers, peripherals, telecommunications equipment, and audiovisual systems.
- Document and track service requests using system logs, ticketing systems, and maintenance tools.
- Guide users through troubleshooting steps and provide accurate information about IT products and services.
- Access and contribute to departmental knowledge base resources to support issue resolution.
- Explain basic system functions and user access rights to customers.
- Alert management of production issues and potential problems. Communicate with higher-level IT staff regarding documentation, testing, and scheduling. Notify users of system outages and schedule changes.

- Provide after-hours support as assigned.
- Handle sensitive and confidential information in accordance with applicable policies and procedures.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- One (1) year of work experience as a first or second responder related to Information Technology.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

PREFERENCES

- Completed Information Technology certifications.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Work is typically performed in an indoor office environment and may require travel to other locations.
- Work environments may include noise, dust and/or unpleasant odors, and may occasionally require work in confined spaces.
- Occasional evenings, holidays, and/or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.

- Materials and products handled in the course of performing essential duties vary but may include files, forms, reports, various other paperwork, a wide variety of basic office supplies and equipment.